

New Hampshire Sources of Help for Families

Alzheimer's Disease and Other Memory Disorders



New Hampshire Bureau of Elderly and Adult Services

The Alzheimer's Disease Program

1-800-351-1888, Ext. 4680 or 603-271-4680

TDD Access: Relay N.H. 1-800-735-2964

This Directory was created by:
New Hampshire Bureau of Elderly and Adult Services
The Alzheimer's Disease Program
129 Pleasant Street, Concord, NH 03301-3843
1-800-351-1888, Ext. 4680

Out-of-State: 1-603-271-4680

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ABOUT THIS BOOKLET

This booklet describes services and resources, which meet the unique needs of people with Alzheimer's disease and other memory disorders, their families and other caregivers.

Since the first directory was published in 1989 there have been many changes and additions. Every effort has been made to include all relevant information. However, resources are constantly being created or changed; therefore readers are encouraged to call the Alzheimer's Disease Program to receive or to update information.

Listing in this Resource Directory is not an endorsement of the quality or scope of the resource listed. A local support group or a family who has used that resource is the best source of recommendation for you.

Important note: Many agencies are now using automated telephone answering systems which can be frustrating, especially in a time of stress. It is recommended that you write down your questions before making a call, and to be prepared to be moved through a series of recordings. If you must leave a message, be sure to state the best time of day for the person to call you back. If your call is not returned within a reasonable time frame, call again!

If you experience extreme difficulty in making a connection, please notify the Alzheimer's Disease Program so that it can be determined if a change or deletion of a listed resource is needed.

This directory is a supplement to two other publications produced in collaboration with other agencies in New Hampshire and Massachusetts:

Family Care Guide - This guide offers concrete suggestions for daily care for those individuals who are caring for people at home with Alzheimer's disease and memory disorders. Personal experiences and tips from caregivers are included to provide readers with the benefit of others' experiences.

Legal Techniques - This legal planning supplement explores the legal resources available in New Hampshire for advanced directives, financial planning for persons with declining competency, and briefly describes some of the Medicaid program's financial eligibility rules.

Sources of Help

For Statewide information on community resources contact:

Helpline 1-800-852-3388
TDD Access: Relay N.H. 1-800-735-2964

Parkinson's Disease Resources

Boston University, Boston, MA (617) 638-8466
Parkinson's Disease Information & Referral Center

New York City 1-800-223-2732
The American Parkinson's Disease Association

The Society for Progressive Supranuclear Palsy

Hunt Valley, MD www.psp.org 1-800-457-4777

Huntington's Disease Society of America- New England

Framingham, MA (508) 872-8102
Toll free: 1-888-872-8102

National Institute of Neurological Disorders & Stroke

Bethesda, MD 1-800-352-9424
TTY: (301) 468-5981

Other Community Resources

Alzheimer's Association, VT/NH Chapter 1-800-750-3848
Helpline: (800) 536-8864 www.alz.org/vtnh (603) 226-5868

Contact your local Community Action Program for:

- Meals on Wheels - prepared meals delivered to the home.
- Mr. Fix-It Program - help with household chores and maintenance.
- Veteran's Administration, Manchester, NH 624-4366 Ext. 6035
 - Provides programs to help eligible veterans.
- Self help guide to Human Services - in your telephone book.

Financial Resources

Medicaid	1-800-852-3345 Ext. 5254
Medicare Part A Information	(603)-695-7204
Medicare Part B Information	1-800-447-1142
Social Security	1-800-772-1213

FINANCIAL & LEGAL PLANNING

Legal planning should be considered as soon as Alzheimer's disease or a memory disorder is diagnosed. Contact your attorney to begin the process of financial planning and to explore issues regarding estate planning and decisions about future medical care. Medical and legal documents must be attached to all of your loved one's medical records. For more detail see the *Family Care Guide*, and the supplement entitled *Legal Techniques for Financial, Medical and Personal Planning for Alzheimer's Families in New Hampshire*.

If you need help in finding an attorney, contact one of the offices listed below. It is important to specifically ask for referrals to attorneys who specialize in elder law.

Free Legal Advice for persons 60 plus years of age.

Senior Legal Advice Line, N.H. only	1-888-353-9944
	(603) 624-6000

NH Legal Assistance

Claremont	603-542-8795	Toll Free:	1-800-562-3994
Manchester	603-668-2900	Toll Free:	1-800-562-3174
Portsmouth	603-431-7411	Toll Free:	1-800-334-3135
Littleton	603-444-8000	Toll Free:	1-800-548-1886

NH Bar Association

Lawyer Referral Service	603-229-0002
Legal Advice & Referral Center	1-800-639-5290

Diagnosis

A diagnosis of probable Alzheimer's disease can be made only after a thorough evaluation has been completed. *It is important to note that there are nearly 100 treatable causes of memory loss.*

A complete diagnostic evaluation may be done on either an in-patient or out-patient basis and includes:

Detailed Patient History - an evaluation of the person's past and present medical problems, medications and behaviors

Complete Physical, Neurological & Psychological evaluations - Your family doctor may coordinate these examinations or may refer you to a neurologist. The following resources are also available:

New Hampshire

Hampstead

Hampstead Hospital 603-329-5311

Laconia

Lakes Region General Hospital 603-524-3211
Elder Care Unit Ext. 3371

Lebanon

Dartmouth Hitchcock Dementia Clinic 603-650-2887
Geropsychiatric Unit 1-800-556-6249

Manchester

Elliot Hospital 603-663-5600
Geropsychiatric Unit

Peterborough

Monadnock Hospital 603-924-8404

Portsmouth

Portsmouth Pavilion 603-436-0600

Rochester

Frisbie Hospital 603-332-5211
Geropsychiatric Unit Ext. 171

Maine

Gardner

Alzheimer's Care Center

207-626-1770

Portland

Maine Medical Center
Geropsychiatric Unit

207-871-2889

Massachusetts

Belmont

McLean Alzheimer's Diagnostic Center

617-855-3600

Boston

Massachusetts General Hospital
Memory Disorders Unit

617-726-1728

Research Unit - Psychiatric Dept.

617-726-1728

Geriatric Psychiatric Clinic

617-724-5600

Burlington

Lahey Clinic Outpatient Neurology Dept.

781-744-8630

Vermont

Burlington

Memory Disorders Center of Vermont

802-847-1111

White River Junction

Veterans Administration Hospital

802-295-9363

EDUCATION

There are many books and videotapes about Alzheimer's disease and other memory disorders. Topics include how to cope with symptoms and behaviors, what to expect as the disease progresses, how to plan your caregiving, and how to ease the demands of caregiving.

New Hampshire Elderly & Adult Services Alzheimer's Disease Program provides:

- Information and referral for families and professionals

- ***New Hampshire's Family Care Guide*** - a comprehensive manual for family caregivers
- ***Legal Techniques for Financial, Medical and Personal Planning***- a supplement to this directory, and ***Family Care Guide***
- Articles, pamphlets and brochures that address specific issues about memory disorders
- Lending library of books and videotapes
- Assistance in starting support groups
- Respite funds to home health agencies to provide short-term respite care for family caregivers
- Networking and advocacy to enhance and extend resources, and services available to people with dementia and their families.

For Information Contact:

N.H. Bureau of Elderly & Adult Services
Alzheimer's Disease Program
129 Pleasant Street, Concord, New Hampshire 03301-3843
1-800-351-1888, Ext. 4680

BUREAU OF ELDERLY & ADULT SERVICES

The Department of Health and Human Services offers several programs, which help financially, and medically eligible persons. Elderly and Adult Services funds a number of social services which help elderly and incapacitated adults to live independently. These services include, but are not limited to, case management, counseling, adult group day care, adult in-home care, help with household chores, group and/or home delivered meals, housing support services, emergency support, homemaker services and respite care.

Contact the District Office nearest you for information:

Belknap County	Laconia	603-524-4485 1-800-322-2121
Carroll County	Conway	603-447-3841 1-800-552-4628
Cheshire County	Keene	603-357-3510 1-800-624-9700
Coos County	Berlin	603-752-7800 1-800-972-6111
Grafton County	Littleton	603-444-6786 1-800-552-8959
Hillsborough County	Manchester	603-668-2330

	Nashua	1-800-852-7493 603-883-7726
Merrimack County	Concord	1-800-852-0632 603-271-6201
Rockingham County	Portsmouth	1-800-322-9191 603-433-8300
	Salem	1-800-821-0326 603-893-9763
Strafford County	Rochester	1-800-852-7492 603-332-9120
Sullivan County	Claremont	1-800-862-5300 603-542-9544
		1-800-982-1001

ALZHEIMER'S DISEASE RESPITE CARE GRANT

Elderly and Adult Services also offers an Alzheimer's disease Respite Grant. Respite care is care given by another person in order to give the primary caregiver a break. This care can be provided in your home, in an adult day care program, in a residential care facility, or in a nursing home.

The respite grant is available regardless of income or resources. Only three strict criteria apply as follows.

1. The person must have a diagnosis of Alzheimer's disease or another memory disorder.
2. The person must live with a caregiver.
3. Professionals from an agency or in a facility must provide the care.

This grant can be accessed through the following home health agencies, even if your loved one is not receiving any home care services, or if services are being provided by another agency.

Belknap County

Laconia **524-8444**
Community Health & Hospice, Inc.

Carroll County

Ossipee **539-4171**
Carroll Co. Health & Home Care Service

Cheshire County

Keene **352-2253**
Home Health Care & Comm. Services, Inc.

Coos County

Berlin	752-7505
Androscoggin Valley Home Care Services	
Grafton County	
Littleton	444-5317
North Country Home Health Agency	
Hillsborough/Rockingham County	
Manchester	622-3781
Visiting Nurses of Southern NH	
Nashua/Salem/Derry/Londonderry	882-2941
Home Health & Hospice Care	
Merrimack County	
Concord	224-4093
Concord Regional VNA	
Rockingham County/Seacoast	
Portsmouth	436-9059
Area Homecare & Family Services	
Strafford County	
Rochester	335-1770
The Homemakers of Strafford County	
Sullivan County/Lower Grafton	
Claremont	543-0164
Connecticut Valley Home Care, Inc.	

Other possible sources of respite include:

Senior Companions make home visits on a regular basis. To learn if there is a Senior Companion Program in your region call one of the following numbers:

Community Action Programs

Community Action Program Belknap-Merrimack Counties	
Concord	(603) 225-3295
The Alzheimer's Respite Center	
Berlin	(603) 752-3010

Caregivers - An interfaith volunteer coalition. They make home visits, may help with meals, transportation.

Greater Derry	www.comcaregivers.org	432-0877
Manchester	www.caregiversnh.org	622-4948
Nashua	www.caregiversnh.org	595-4502
Greater Salem		898-2850
Wolfeboro		569-2613
Whitefield	www.caleb-interfaith.org	837-9179
Franklin (transportation)		934-8253
Concord	www.friendsprogram.org	228-1193
Center Sandwich		284-6313

Local churches may have a volunteer network. Consult your local telephone directory.

Benevolent Groups or organizations that you or other family member belongs to may provide occasional help.

Adult Day Care Programs, residential care facilities and nursing homes

HOME HEALTH SERVICES

There are numerous home health agencies throughout New Hampshire, which provide services on a local or regional basis. Homemakers, home health aides and companions can help make it possible for the person with a memory disorder to stay in his/her home for a longer period of time. Costs for these services vary among the agencies, as do Medicare, Medicaid, and private insurance coverage.

- 1) Homemakers do light housekeeping, shopping, and prepare meals.
- 2) In-Home Companions make home visits and provide supervision in the home.
- 3) Home Health Aides help with bathing, dressing and grooming.
- 4) Registered Nurses provide specialized nursing care ordered by the doctor.
- 5) Occupational, Physical and Speech Therapists and Dietitians assess the client for mobility, safety, the need for adaptive equipment, appropriate activities, and nutritional needs.
- 6) Medical Social Workers assess the family's needs and help the family to access programs to help meet those needs.
- 7) Mental Health Clinicians assess the person's mental health needs and offer support and treatment as needed.

The home health agencies, which administer the Alzheimer's Respite grant, are listed on pages 9-10. To find other home care agencies in your area check the yellow pages or community services pages of your telephone book. Contact the Alzheimer's Disease Program at 1-800-351-1888 ext.4680.

A directory of home care providers in New Hampshire is available online through the Home Care Association of New Hampshire, 8 Green Street, Concord, NH 03301, phone: 225-5597 or 1-800-639-1949. Their website is: www.homecarenh.org. To find a local provider, go to the website above, click on "Find A Provider", then "Search by town or service".

HIRING PRIVATE HELP

If you decide to find a caregiver through advertising, it is recommended that you be as specific as possible as to the days and hours that help is needed. It is also very important to describe accurately the needs of your loved one as this will enable the caregiver to be fully informed and prepared.

When placing an ad it is suggested that you **do not** include your name and telephone number. This will protect your privacy and prevent people from calling at difficult times. In your ad you can direct respondents to contact you in writing by addressing the letter to:

Resident
Your mailing address

When you interview a potential caregiver, ask many questions which you have prepared ahead of time. This will help you to assess the person's knowledge and experience with dementia, and to assess his/her flexibility, patience, attitudes, and ability to cope with stressful situations. It may be helpful to have another family member present at the time of the interview. It is important that you get the names of references and speak with those individuals about the caregiver's abilities. You may wish to formalize any agreement(s) with a written contract. You may also wish to consult with the N.H. Department of Labor and/or an attorney regarding employment/tax/liability issues.

FAMILY SUPPORT GROUPS

Family support groups offer emotional support and practical tips. If attending a support group is not right for you at the present time, you may still tap into this resource through telephone contact with a local support group leader.

Family support groups may be led by professionals or by family caregivers. Meetings are usually scheduled once or twice a month. Ask about supervision for your loved one or help with transportation if this would prevent you from attending meetings. Some nursing homes offer support groups for family members.

It is important to note there are occasional deletions and additions to the following list. Should you be aware of any changes or wish information about new groups in your area, please contact the Alzheimer's Disease Program at 1-800-351-1888 Ext. 4680.

Bedford	Michelle Pasko	647-9300
Berlin	Pauline Tibbetts	752-7505
	Kim Kilbride	752-3336
Boscawen	Faith Flint	796-2165 x202
Brentwood	Greer Kingsley	679-5335 x9317
Claremont	Lorraine Strobel	543-6800
	Kat Martin	542-9511
	Bonnie Rivard	542-9511
Concord	Sr. Rose Mary	228-1108
	Maribeth Cote	224-9111
	Jean Fiske	224-8171
Hampton	Susan Armstrong	929-5988
Hillsboro	Bev Brier	464-5561
	Julie Nims	464-5561
Keene	Bev Packard	355-8281
Laconia	Pat Marceau	524-8444
Lebanon	Linda Morrow	448-4213
	Bob Santulli, MD	650-5804
Littleton	Inga Johnson	444-5317
Manchester	Sr. Rose Orlando	624-4717
	Denise Sargeant	621-3548
Meredith	Frank Vignand	279-8111x123
Merrimack	Kathy Hopkins	880-4689
Nashua	Marion Wilton	889-6147
	Beverly Remillard	888-1573
	Kelley Fontaine	888-1573
	Lori Dodge	882-3000
	Bob Lemire	882-3000
New London	Doreen Adair	526-4800
North Conway	Jill Vierus	356-7294
	Kathleen Clark	356-5461x183
North Haverhill	Judy Lupien	787-6971
Newport	Lorraine Strobel	543-0164

Ossipee	Linda Johnson	539-4171
Peterborough	Ruth Dahlgren	924-8620
Plymouth	Kim Beauford	536-1120x216
Portsmouth	Rene Bergeron	431-1980
Rochester	Rene Bergeron	431-1980
Wolfeboro	Pat Loverling	569-4690
	The Stevens Center	569-2334

INDIVIDUAL OR FAMILY COUNSELING

There are a variety of professionals who have expertise in different issues. Many insurance companies will pay for counseling services, but may have restrictions or limitations, which you should investigate. Many agencies offer reduced fees based on your income. Among the professionals you may wish to consider are:

*Counselors in private practice: see your Yellow Pages under Marriage and Family Counseling, Psychologists, Psychotherapists, Licensed Clinical Social Workers, and Mental Health Services.

*Elder service mental health clinicians at community mental health agencies. *Be prepared to answer several questions about your situation which will assist the intake worker to connect you and/or your family member to the clinician best able to work with your special issues.*

ADULT DAY CARE PROGRAMS

Adult day care programs offer supervision, activities, and opportunities to socialize with other people. Some day care programs can give medications and help with personal care. Some programs may provide transportation to and from the program. Day care programs vary in their activities, days, and hours of operation. This service can give caregivers a much-needed break.

The following programs have participants with memory disorders.

Bedford

Elliot Adult Day Program at the Arbors 663-2448

Berlin

Alzheimer's Respite Center 752-3336

Brentwood

Rockingham County Adult Day Care	679-5335
Claremont	
Claremont Adult Day Care Center	542-6663
Connecticut Valley Home Care	863-1560
Concord	
TLC Medical Adult Day Care	224-8171
Derry	
Vintage Grace	425-6339
Hampton	
Seaside Elderly Adult Day Out Center	929-5988
Hanover	
Kendal at Hanover Adult Day Program	653-8519
Hudson	
Adult Day Service Program @ Alvirne	883-0994
Keene	
Castle Center for Adult Day Care	355-8281
Laconia	
Easter Seals Adult Day Service	524-0272
Lebanon	
Upper Valley Adult Day Care Center	448-4213
Londonderry	
Regency Senior Care Center	434-9773
Manchester	
Easter Seals Society of NH	621-3550
Elliot Adult Day Care	628-2405
Nashua	
St. Joseph's Adult Day Health Center	598-2470
New London	
Kearsarge Good Day Program	526-4800
Newport	
Day Out Program	543-6895
North Conway	
Merriman House	356-5461
Peterborough	
Monadnock Adult Care Center	924-8620
Portsmouth	
Compass Care	430-8615
Rochester	
Homemakers of Strafford County	335-1770
Salem	
Silverthorne Adult Day Care Center	893-4799

Seabrook

Cousins Adult Day Care Center 474-6099

Warner

Pine Rock Manor 456-3181

Wolfeboro

Huggins Hospital Adult Day Program 569-7500

The Stevens Center 569-3350

TRANSPORTATION

Perhaps you do not drive, or your loved one is no longer able to drive safely, or there is anger or a struggle with your loved one if you insist on driving. The following resources may help you with transportation problems:

- Community Action Programs
- Public bus systems
- Local taxi service
- The Caregivers organizations (Respite section)
- Red Cross Chapters may offer transportation for medical appointments
- Help-Line
- Church organizations or benevolent groups that you or your family members belong to
- Neighbors and friends

MEALS

It is very important that a person with Alzheimer's Disease or a memory disorder eats well and drinks plenty of fluids. Poor diet and/or a lack of fluids can quickly cause dehydration and further mental decline. In addition, persons with the disease may need a higher number of calories to maintain their energy levels.

The following resources may provide help with meals:

- Community Action Programs-Meals on Wheels - contact the office nearest your home
- The Caregivers organizations
- Homemakers from home health agencies
- Relatives\friends\neighbors

RESIDENTIAL CARE HOMES & NURSING HOMES

At some point your loved one may need more care than can be provided at home. The decision to place a loved one in a facility can be very painful and difficult, especially for the primary caregiver. If you think that your loved one may someday need placement in a facility, it is suggested that you visit facilities and obtain recommendations from as many people as possible. It is important to pay attention to your observations and intuition in choosing a facility.

The three levels of care are:

- 1. Residential Care Facilities** are residences offering a homelike atmosphere to those who need little help with walking, personal care, and daily activities. These homes offer supervision, meals, socialization and recreation. Some facilities offer respite care. They **do not** offer nursing care.
- 2. Supported Residential Care Facilities** offer more complete support services than Residential Care providing 24-hour supervision, assist with bathing, dressing, eating, toileting, and help with medications and **limited nursing** care. Some facilities have programs for persons with dementia while others offer temporary respite care.
- 3. Nursing Homes offer 24 hour nursing care.** They are staffed with registered nurses, nurses' aides, social workers, activity aides, and other supportive staff members. Some nursing homes offer temporary respite care. Be prepared to go through the entire admissions process even for a short-term stay for your loved one.

Paying for Care - Most health insurance policies and Medicare **do not cover** the cost of residential or nursing home care for the day-to-day care of persons with memory disorders. Medicaid funding is available through the State of New Hampshire for those who are financially and medically eligible.

* * * * *

All facilities must be licensed and meet the standards of the NH Bureau of Health Care Facilities. This agency inspects facilities annually, requiring that corrective action be taken with any problem areas. The last inspection report is posted at all facilities or you may receive a copy of a facility's last report for a small fee from the Bureau. For information call: 271-4592.

The care facilities listed on the following pages are keyed in the left hand column as **"Residential Care" (R)**, **"Supported Residential Care (S)"** or **"Nursing Homes (N)"**. Facilities offering care for individuals with memory disorders are identified in italic print.

RESIDENTIAL CARE/NURSING HOME FACILITIES

Allenstown	R	We Care Residential Home	485-4149
Andover	R	Pine View Haven	735-5208
Barrington	R	<i>Pond View Acre</i>	493-5006
	S	Barrington Residence	330-3872
Bedford	S	<i>Arbors of Bedford</i>	647-9300
	S	<i>Courville @ Carlyle Place</i>	472-2000
	N	<i>Harborside Healthcare- Northwood</i>	625-6462
	N	<i>Laurel Center - Genesis</i>	627-4147
	N	<i>Ridgewood Center - Genesis</i>	623-8805
Belmont	R	<i>Rohach Shared Home</i>	267-7159
Berlin	N	<i>Coos County Nursing Home</i>	752-2343
	N	<i>St. Vincent De Paul Nursing Home</i>	752-1820
Boscawen	N	<i>Merrimack County Nursing Home</i>	796-2165
	R	<i>Penny Lane</i>	753-6193
Brentwood	N	<i>Rockingham County Nursing Home</i>	679-5335
Bristol	R	<i>Fox Meadow</i>	744-5020
	R	Mae's Place	744-8402
Brookfield	R	Brookside	522-6367
Canterbury	R	<i>Canterbury Hall</i>	783-9822
Center Ossipee	S	Victorian House	539-7451
Claremont	N	<i>Integrated HS of NH @ Claremont</i>	542-2606
	R	<i>Silver Maples Retirement Home</i>	543-3628
	N	<i>Sullivan County Nursing Home</i>	542-9511
	R	<i>White Birch Sheltered Home</i>	542-2612

Charlestown	R	<i>Peaceful Harvest Christian Home</i>	826-4770
Chichester	S	King House	798-3546
Concord	R	The Birches at Concord	224-9111
	S	Granite Ledges of Concord	224-0777
	N	<i>Harris Hill Center -Genesis</i>	224-1319
	N,S	<i>Havenwood/Heritage Heights</i>	224-5363
	N,S	Presidential Oaks	225-6644
	N	<i>Pleasant View Center - Genesis</i>	224-6561
Conway	R	<i>Home at Hunting Ridge</i>	447-6753
Deerfield	S	<i>The Inn at Deerfield</i>	463-7002
West Deering	R	Robin Hill Farm	464-3841
Derry	N	<i>Birchwood Nursing Home</i>	432-3801
	N	<i>Integrated HS @ Derry</i>	434-1566
Dover	N	<i>Dover Rehab. & Living Center</i>	742-2676
	N,S	<i>Langdon Place of Dover</i>	743-4110
	R	<i>Rosewood Manor</i>	335-3966
	N	<i>Riverside Rest Home</i>	742-1348
	N	<i>St. Ann Home</i>	742-2612
	S	Wadleigh House	743-4103
	R	Wentworth Home for the Aged	742-7406
East Andover	R	Longfellow's	735-5753
Effingham Falls	S	Lakeview Systems	539-7451
Epsom	N	<i>Epsom Manor</i>	736-4772
	R	Heartland Place	736-4772
Exeter	N,R	<i>Eventide Home</i>	772-5743
	N	<i>Exeter Healthcare</i>	778-1668
	R	<i>Langdon Place of Exeter</i>	772-5251
	N,S	<i>Riverwoods at Exeter</i>	772-4700
	N	<i>Sunbridge Care & Rehab. of Exeter</i>	778-0531

Farmington	R	<i>Hattie's Place</i>	755-3937
	R	Our Place Inn Time	755-2354
Franconia	N,S	<i>Lafayette Center-Genesis</i>	823-5502
Franklin	S	<i>Chesley Home</i>	934-5130
	N	<i>Mountain Ridge Center - Genesis</i>	934-2541
	R	<i>Golden Crest</i>	934-6742
	N,S	<i>Peabody Home</i>	934-3718
Freedom	S	Thompson House	539-6876
Fremont	N	<i>Colonial Poplin Nursing Home</i>	895-3126
Glencliff	N	<i>Glencliff Home for the Elderly</i>	989-3111
Goffstown	N	<i>Bel Air Nursing Home</i>	497-4871
	R	Golden Haven	497-2639
	N	<i>Hillsborough County Nursing Home</i>	627-5540
	R	Inn at Parker Station	497-5300
	R	<i>Villager Retirement Home</i>	497-4225
Gonic	R	Rosewood Manor	335-3966
Gorham	R	Cyr Shared Home	466-3407
Goshen	R	<i>Horseshoe Pines</i>	863-5500
Hampton	N	<i>Seacoast Health Center, Inc.</i>	926-4551
	R	Partridge House LLC	929-3032
Hanover	N	Hanover Terrace	643-2854
	R	Merry Meadow Farm-Hanover House	643-3817
	N,S	<i>Kendal at Hanover</i>	643-8900
	R	OutReach House	643-7744
Haverhill	R	Haverhill House	989-5547
	R	<i>On The Green Residential</i>	984-5545
Hillsboro	N	Hillsboro House Nursing Home	464-5561
	R	Robin Hill Farm-Meredith House	464-5084

Hudson	N	<i>Fairview Nursing Home</i>	882-5261
	R	<i>Laurel Place</i>	883-2419
Jaffrey	N	<i>Good Shepherd Nursing Home</i>	532-8762
Keene	N,R	Harborside Healthcare - Westwood	352-7311
	N	Keene Center - Genesis	357-3800
	N,R	<i>Langdon Place of Keene</i>	357-3902
	S	Prospect Place	352-6051
	N	Skilled Nursing Fac. Cheshire Med.	354-5400
	S	<i>Woodward Home</i>	352-3235
Laconia	N	<i>Belknap County Nursing Home</i>	527-5410
	N	<i>Laconia Center - Genesis</i>	524-3340
	R	<i>Lighthouse Manor</i>	524-4257
	N	<i>St. Francis Home</i>	524-0466
	N,S	<i>The Taylor Home</i>	524-5600
Lancaster	S	Holton Point - Genesis	788-4650
	N	<i>Country Village Center – Genesis</i>	788-4735
	R	Open Arms	788-2598
Lebanon	N	<i>Alice Peck Day Memorial Hospital</i>	448-3121
	S	<i>Harvest Hill</i>	448-7458
	N	<i>Lebanon Center - Genesis</i>	448-2234
Lee	R	<i>Kirkwood Corners</i>	659-6586
Littleton	S	<i>LaFlamme's Retirement Home</i>	444-6697
Loudon	R	Betty Barton Home	783-4722
Manchester	R	<i>Amato's Group Home</i>	669-7527
	S	Bay Street Manor	623-3054
	S	<i>Bay Village @ Manchester</i>	645-1212
	N,R	<i>Courville @ Manchester</i>	647-5900
	R	<i>Derryfield Home for the Elderly</i>	625-2817
	R	The Family Inn	625-2662
	N	Gale Home	622-6632

	N	<i>Hanover Hill Healthcare Center</i>	627-3826
	N	Holy Cross Health Center	628-3550
	N	<i>Integrated Health Svcs. Manchester</i>	668-8161
	N	<i>Maple Leaf Health Care Center</i>	669-1660
	N,S	Masonic Home	669-7361
	N	<i>Mount Carmel Nursing Home</i>	627-3811
	R	Myrtle Manor II	641-6626
	R	<i>Pearl Manor@ Hillcrest Terrace</i>	1-800-645-6500
	N	<i>St. Theresa's Manor</i>	668-2373
	N	<i>St. Joseph Residence</i>	668-6011
	N,S	<i>Villa Crest Nursing & Retirement</i>	622-3262
Meredith	N	<i>Goldenview Health Care Center</i>	279-8111
	S	<i>Forest View Manor</i>	279-3121
Merrimack	R,S	<i>Rose Haven</i>	424-5919
Milford	N	<i>Harborside Healthcare - Crestwood</i>	673-7061
	N	<i>Harborside Healthcare - Milford</i>	673-2907
	R	Pillsbury Home	672-1232
Mont Vernon	R	<i>Mont Vernon Inn, Inc.</i>	673-4585
Nashua	S	<i>Aynsley Place</i>	881-4190
	N	<i>Courville @ Nashua</i>	889-5450
	N	<i>Greenbriar Terrace Healthcare</i>	888-1573
	N,R	<i>Hunt Community</i>	882-6511
	R	<i>Langdon Place</i> of Nashua	888-7878
	R	Nashua Crossings	882-2898
New Boston	S	Rose Meadow Farm	487-3600
New Ipswich	R	<i>Friendship Manor</i>	878-2315
New London	N	William P. Clough Extend. Care Unit	526-2911
	S	<i>Woodcrest Village</i>	526-2300
Newmarket 6000	S	The Pines at Newmarket	659-
Newport		<i>McCoy's Home for the Elderly</i>	543-1255

	N	Woodlawn Nursing Home	863-1020
North Conway	N	<i>Merriman House</i>	356-5461
	N,S	<i>Sunbridge Care & Rehab. – No. Con</i>	356-7294
No. Haverhill	N	<i>Grafton County Nursing Home</i>	787-6971
Northfield	S	<i>Home Again</i>	286-4077
Northwood	R	<i>Jacob's House</i>	942-7911
Ossipee	N	<i>Mountain View Nursing Home</i>	539-7511
	S	Victorian House	539-7451
Peterborough	S	<i>Maplewood Manse</i>	924-6772
	N	<i>Harborside Healthcare-Pheasant Wood</i>	924-7267
	N,S	<i>Rivermead</i>	924-0062
	S	Scott-Farrar Home	924-3691
	R	<i>Summerhill Retirement Home</i>	924-6238
Portsmouth	N	<i>Edgewood Center</i>	436-0099
	R	Great Bay Residential Facility	436-2014
	R,N	<i>Mark H. Wentworth Home</i>	436-0169
	R	The Pines at Edgewood	431-5327
	R,N	<i>Sunbridge Care & Rehab-Portsmouth</i>	431-2530
	R	Residential Opportunities	436-2014
Raymond	R	<i>The Wellstone House</i>	895-9303
Rochester	R	Andersen Home	332-8992
	S	Gaffney Home for the Aged	332-2705
	R	<i>Lincoln Terrace Home</i>	330-3030
	R	Meadow View Manor	335-2288
	N	<i>Rochester Manor</i>	332-7711
	S	<i>Studley Home</i>	332-1738
	N	<i>Sunbridge Care & Rehab -Rochester</i>	335-3955
Rumney	R	<i>Log Cabin Comfort</i>	786-9773
Rye	N	<i>Webster @ Rye</i>	964-8144
Salem	N	<i>Salemhaven Nursing Home</i>	893-5586

Sandown	R	<i>Fox Den Retirement</i>	887-6333
Somersworth	R	Emerald House	692-5234
Strafford	R	Andersen Home	332-8992
South Sutton	R	<i>Foxchase</i>	938-5111
Swanzey	R	Carpenter Home	352-2269
Temple	R	Cross Road Farm	878-4322
	R	Horizon House	878-4796
	R	Maple Hill Community	878-0717
	R	Temple Gardens	878-4796
Tilton	R	<i>The Blue Flower Inn</i>	<i>286-3060</i>
	R	<i>Rohach Shared Home</i>	286-4744
Wakefield	R	Davis Hill Farm	522-6300
Warner	R	<i>Pine Rock Manor</i>	456-3181
Webster	R	Austin Home	456-3525
W. Chesterfield			
	R	<i>Bert Anne Home for the Aged</i>	256-6277
West Lebanon	R	<i>Westboro House</i>	298-8326
W. Stewartstown			
	N	<i>Coos County Nursing Home</i>	246-3321
Westmoreland	R	<i>Maplewood Assisted Living</i>	399-4912
	R	<i>Hillcrest Boarding Home</i>	399-7177
Whitefield	N	<i>Morrison Nursing Home</i>	837-2541
	R	<i>Sartwell Place</i>	837-2541
Winchester	N	<i>Harborside Health Care - Applewood</i>	239-6355
Windham	R	<i>Pine Hill Estate</i>	434-8827
	R,N	<i>Warde Health Center</i>	890-1290
Wolfeboro	R	Assisted Living @ Sugar Hill	569-8485
	N	<i>Huggins Hospital ECU</i>	569-7500
	N,R	<i>Sunbridge Care & Rehab. Wolfeboro</i>	569-3950

NH OFFICE OF THE LONG-TERM CARE OMBUDSMAN

The NH Long-Term Care Ombudsman Program serves as an advocate for residents in long-term care facilities, investigating concerns and complaints. Residents have the right to be treated with dignity and respect, and to be free from abuse, neglect or exploitation. Any person who has questions or concerns about the rights of long-term care residents may contact the following agency:

NH Office of the Long-Term Care Ombudsman

Concord, N.H. 03301

Toll Free: 1-800-442-5640 or 603-271-4375

Website: www.dhhs.state.nh.us/DHHS/OLTCO

Email: oltco@dhhs.state.nh.us



Do you have questions?

Do you have a family member that needs some help?

Do you need help taking care of your elderly parents?

Have you made phone calls looking for local services, but still haven't received answers?

Do you understand Medicare and supplemental insurance benefits?

How ServiceLink can help

Your call will be answered by one of our professional staff who will provide you with the most up-to-date and unbiased information about resources available where you live.

We can help you find connections to available services, such as

- ✓ Prescription Assistance
- ✓ Healthcare Benefits
- ✓ Mental Health Services
- ✓ Housing Options
- ✓ Chore Services
- ✓ Home Delivered Meals
- ✓ Financial/Retirement Planning
- ✓ Available Transportation
- ✓ Disability Services
- ✓ Community Involvement opportunities
- ✓ Caregiver and Family Supports

There is no fee or eligibility for our assistance.

Call us toll free at 1 **(866) 634-9412** to be connected with someone in your community who can support you and refer you to the right people to answer your questions. There is no fee and no eligibility requirement. We can help you access resources you need to make informed choices.

www.servicelink.org

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Ombudsman.